Recovering from Windows XP

Note: These instructions are from www.HP.com. You probably should go to your manufacturer's website and download the instructions for your particular computer. These instructions are not suggested to be used by a NEW computer user. Jmax

Use the following steps to recover the computer from the Windows XP desktop:

1. Backup files from the My Documents folder and from other folders you may have created.
2. Disconnect all connected devices (such as the Personal Media Drive, USB drives, printer, and fax), remove media from drives, and remove any recently added internal hardware. Do not disconnect the monitor, keyboard, mouse, and power cord.
3. From the Windows XP desktop, click **Start** , **All Programs** , and then one of the following options:

   NOTE: The following options are for HP computers. Compaq computers will have similar options (for example, Compaq Tools).

   o **HP Tools** , and then **HP PC System Recovery** .
   o **Hewlett-Packard** , **hp pavilion pc tools** , and **hp pc system recovery** .
   o **PC Help & Tools** , and then **HP PC System Recovery** .

   A recovery Welcome screen appears.

4. Click **Yes** or **OK** to continue the recovery process.

   The computer restarts to the recovery program. If another welcome screen is displayed, click **OK** to continue.

5. Select one of the following procedures, depending on which recovery type you want to perform:
   o To perform a system recovery, click **Next** , and then click **Yes**
   o To perform a destructive recovery, click **Advanced** , (select **Destructive Recovery**) and then click **Next** .

   CAUTION:A destructive recovery will format the hard drive. This will delete all the information on the hard drive and reinstall Windows XP and the original software that came with the computer.

6. Read and respond to each window and screen that appears.
7. After the System Recovery is complete, the computer restarts and continues into Windows setup. Complete the setup screens and wait until the PC finishes the setup.

   NOTE: It may take a long time to complete Windows setup. This time varies and may take over several hours. Recovery times are most affected by using recovery discs that were ordered from HP and/or the amount of files that were stored in the user account folders (for example, My Documents and the Desktop).

8. Before using your computer, update and protect your computer. For more information, refer to Things To Do After Performing a System Recovery in Windows XP .
9. Re-install applications that you added after puchasing the computer, and any files that you have backed up.

Recovering during startup

Use the following steps to perform a recovery from the *hard drive* :

1. Backup files from the My Documents folder and from other folders you may have created.
2. Disconnect all connected devices (such as the Personal Media Drive, USB drives, printer, and fax), remove media from drives, and remove any recently added internal hardware. Do not disconnect the monitor, keyboard, mouse, and power cord.
3. Turn on the computer.
4. Just after the first screen appears (the logo screen), press the F10 key *repeatedly* until a recovery menu appears.
5. Select one of the following procedures, depending on which recovery type you want to perform:
    o To perform a standard system recovery, click **Next** , and then click **Yes** .
    o To perform a destructive recovery, click **Advanced** , (select **Destructive Recovery**) and then click **Next** .

    CAUTION:A destructive recovery will format the hard drive. This will delete all the information on the hard drive and reinstall Windows XP and the original software that came with the computer .

6. Read and respond to each window and screen that appears.
7. After the System Recovery is complete, the computer restarts and continues into Windows setup. Complete the setup screens and wait until the computer finishes the setup.

    NOTE: It may take a long time to complete Windows setup. This time varies and may take over several hours, depending on the amount of files that were stored in the user account folders (for example, My Documents and the Desktop).

8. Before using your computer, update and protect your computer. For more information, refer to Things To Do After Performing a System Recovery in Windows XP .
9. Reinstall applications that you added after purchasing the PC, and any files you need from backup.

Recovering from recovery discs

Use the following steps to recover the computer from a set of recovery discs (either CDs or DVDs):

1. Before recovering, back up files from the My Documents folder and from other folders you may have created.
2. Disconnect all connected devices (such as the Personal Media Drive, USB drives, printer, and fax), remove media from drives, and remove any recently added internal hardware. Do not disconnect the monitor, keyboard, mouse, and power cord.
3. Turn on the computer and press the Esc key when the first logo screen appears.
4. Insert the first recovery disc into the top CD or DVD drive.
5. Use the Up Arrow and Down Arrow keys to select the CD or DVD drive containing the recovery disc, and press the Enter key to start.
6. If a screen displays "Press R for recovery options", press the R key.

7. A screen with a list of options should appear: R, F, and Q. These options can change depending on the state of the hard drive. For example, if the hard drive is new, only R lists.

Select one of the following methods depending on the type of recovery method you want to perform:

   - Press R to perform a standard system recovery.
   - Press F to perform a destructive recovery. This will format the hard drive. If the hard drive is new or has had the recovery partition damaged, this option will also create new partitions and format the drive.
   - Press Q to quit recovery.

8. Read and respond to each window and screen that appears.

   NOTE: When changing discs, do not press the **OK** button. Instead, wait for the drive to read the disc and automatically continue the recovery.

   NOTE: If you are using a supplemental recovery disc (select models only), you must remove the supplemental disc before restarting the computer.

9. After the System Recovery is complete, the computer restarts and continues into Windows setup. Complete the setup screens and wait until the computer finishes the setup.

   NOTE: It may take a long time to complete Windows setup. This time varies and may take over several hours. Recovery times are most affected by using recovery discs that were ordered from HP and/or the amount of files that were stored in the user account folders (Like My Documents and the Desktop).

10. Before using your computer, update and protect your computer. For more information, refer to Things To Do After Performing a System Recovery in Windows XP .

Related support

- Obtaining Recovery Discs . A system recovery from the hard drive may not be possible in some circumstances. Use this document for instructions on how to order a recovery CD set.
- Troubleshooting Full System Recovery Problems . Use this document if a problem occurs while attempting a full recovery.

Other solutions customers found helpful

» -- HP and Compaq Desktop PCs: Looking for Recovery Discs?
» HP and Compaq Desktop PCs -- Troubleshooting System Recovery Problems in Windows XP
» HP and Compaq Desktop PCs -- Things To Do After Performing a System Recovery in Windows XP
» HP and Compaq Desktop PCs -- Obtaining Software and Drivers

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  (Not your product?)